THE GEORGE WASHINGTON UNIVERSITY
Washington, DC

**MINUTES OF THE REGULAR MEETING
OF THE FACULTY SENATE HELD
ON JANUARY 21, 2000, IN THE
ALUMNI HOUSE, 1925 F STREET, NW**

The meeting was called to order by President Trachtenberg at 2:30 p.m. The President said that he would have to leave the meeting at this point because of a conflicting commitment. Before leaving, he wished everyone a very happy new year, and then turned the Chair over to Vice President Lehman.

Present: President Trachtenberg, Vice President Lehman, Registrar Selinsky, and Parliamentarian Pagel; Deans Futrell and Lefton; Professors Agnew, Berkowitz, Boswell, Captain, Duff, Gallo, Granger, Griffith, Haque, Harrington, Johnston, McAleavey, Mergen, Nagy, Park, Robinson, Sheldon, Simon, Stephanic, Wilmarth, and Zaghloul

Absent: Deans Harding, Mazzuchi, Phillips, Riegelman, Williams, and Young; Professors Castleberry, Cawley, Hoare, Moses, and Pelzman

APPROVAL OF THE MINUTES

Vice President Lehman asked that the minutes of the regular meeting of December 10, 1999, as distributed, be corrected on Page 7. At the bottom of Page 7, in the quoted section, the words "that the relevant Committee's decision is clearly erroneous and should not be implemented, in which case," should have been struck, and he requested that this correction be made. No objections were made to the correction, and the minutes, as corrected, were approved.

Professor McAleavey referred to an attachment to the minutes entitled "Interim Report from the Professional Ethics and Academic Freedom Committee." He said that the report states that the proposed Procedures for Sexual Harassment Complaints will be sent to the PEAF Committee before coming to the Senate. He reminded the Senate that last year, it adopted a Resolution creating an <u>Ad Hoc</u> Committee to study the procedures, and the Resolution stipulated that the <u>Ad Hoc</u> Committee's Report be brought directly back to the Senate. Therefore, he did not think that the Senate intended that the Report be sent first to the PEAF Committee before coming to the Senate. Professor Robinson replied that the Executive Committee would have to look at the Policy and Procedures to see if there were any issues that determine where it should go. Professor Wilmarth pointed out that there was one issue that had come up in the Senate discussion about whether or not the new policy had removed certain <u>Faculty Code</u> references that existed in the interim policy sent to the <u>Ad Hoc</u> Committee. He said that deletions of those <u>Faculty Code</u> cross-references and protections would raise questions of academic freedom and professional protections, and the Executive Committee would not know if those protections have been removed until

the Committee sees the document. Professor Griffith said that he did not think it was within the authority of the Executive Committee to decide not to return something directly to the Senate when the Senate has ordered that that be the case. However, he suggested that when the Report comes to the Senate, and the Executive Committee thinks that the PEAF Committee should consider it, then, it would be in order for the Executive Committee to move that it be referred for further study at that time. Professor Berkowitz said that in this particular case the Resolution directed that the Report of the Ad Hoc Committee be brought directly back to the Senate, and, therefore, this was not changing the general procedure. Further discussion followed by Professors Griffith, McAleavey, Robinson, Mergen, and Berkowitz.

RESOLUTIONS

RESOLUTION 99/4, "A RESOLUTION TO SPONSOR A BENEFIT RUN

On behalf of the Committee on University and Urban Affairs, Professor Captain, Chair, moved the adoption of Resolution 99/4, and the motion was seconded. Professor Captain said the mission of the Committee is to seek a very strong relationship with the surrounding Metropolitan area, particularly Washington, DC, but also to strengthen more cooperation between the various elements of the University, i.e., the students, faculty, staff and administrators. A subcommittee of the University and Urban Affairs Committee met throughout the summer months and discussed the idea of having a Benefit Run, something that has not quite happened at the University in this way. Although there have been several Benefit Runs by different components of the University, Professor Captain said that there have been none that drew together all facets of the University as this Benefit Run would do. The Run would take place from the main campus of GW to the Mount Vernon campus and it would involve anybody who would be interested in benefitting a charity. The charity would be considered jointly with the Mayor's Office for the District of Columbia and The George Washington University. There would be a nominal participant fee, perhaps $15-17, and the Run would take place in the Year 2001. She noted that members from the Red Cross, who are experts in Benefit Runs, had met with the subcommittee and had provided good advice on how to organize such a Run. The cost of the Run would be basically covered by donations from corporations and small local firms that would be willing to donate whatever is needed. Professor Captain offered to answer any questions.

As part of the fundraising aspect, Professor Agnew asked if the Committee has thought of seeking sponsors for individual runners. Professor Captain replied that the Committee was certainly open to ideas and would consider Professor Agnew's suggestion. Professor Berkowitz inquired why this matter was a subject for Senate discussion, and Professor Captain replied that this matter is a University endeavor and it is brought before the Senate because the Senate Committee on University and Urban Affairs is looking for ways to liaison with the District of Columbia. The Benefit Run, she explained, would be one that is broader than our campus, yet it would include all facets of our campus. She added that the Run also has an educational component to it because education is related to sports. For

example, we could offer mini-lectures on the physicology of sports or on the history of the subject.

Professor Simon said that he would not want to see the University competing with itself. He pointed out that in the fall there is a Breast Cancer Run, which has corporate and individual sponsorship, and the money for the Mammovan was totally raised through that effort. He also noted that there is an AIDS Walk in which the University participates. He said that if the Benefit Run is approved, he suggested that it not be held in the fall. Professor Granger noted that there is also a Walk for the Homeless sponsored by the School of Business and Public Management. Professor Captain said that the timing of it will be discussed by the Committee in order to bring together all elements of the University.

Professor Park said that he was very much in support of the Benefit Run, but he noted that Washington has a heavy running calendar, in which other Runs, such as the Army 10 Mile, Marine Corps Marathon, and others, might interfere with this Run by taking away support in terms of dollars, or competitors themselves might be attracted to a different Run. He thought that rather than making the Benefit Run specific to the Fall of 2001, it might be better if the Resolution were amended to indicate that a Benefit Run would take place as early as practicable, giving it more flexibility as to the timing. Professor Captain replied that the Alumni Relations Office has been looking for an opportunity to bring more alumni into some of our events, and an alumni event is held in the fall, but the Benefit Run could be held in the spring.

Professor Park moved that the Fourth RESOLVING Clause be amended by striking the words "no later than the fall of 2001" and substituting therefor the words "as early as practicable." The motion was seconded.

Professor Johnston spoke against the amendment because the Resolution states that the Run should take place no later than the fall of 2001, not in the fall of 2001, and, therefore, he did not think the Resolution needed to be modified. Further discussion followed by Professors Stephanic, McAleavey, and Captain.

The question was called on the Park amendment, and the amendment failed. The question was then called on the original motion, and Resolution 99/4 was adopted. (Resolution 99/4 is attached.)

INTRODUCTION OF RESOLUTIONS

No resolutions were introduced.

CHANGE OF ORDER OF AGENDA

Professor Griffith moved that the Interim Report of the Ad Hoc Committee on the College of Professional Studies be moved up as the next item of business, inasmuch as

Professor Boswell, Chair of the Ad Hoc Committee, would have to leave the meeting early. The motion was seconded. Professor Berkowitz suggested that the substantive business should be discussed first and the other reports discussed last. Professor Griffith said that it seemed to him that the issues of the Ad Hoc Committee are extremely important business and he understood that Vice President Lehman had scheduled a workshop tomorrow involving a discussion of the proposed College. The question was called on the motion to change the order of the agenda, and the motion passed.

INTERIM REPORT OF AD HOC COMMITTEE ON PROPOSED COLLEGE OF PROFESSIONAL STUDIES BY PROFESSOR JOHN G. BOSWELL, CHAIR

Professor Boswell, on behalf of the Ad Hoc Committee, reported that the Committee had met twice before the holidays, and using the information it had at that time, asked Professor Griffith if he would prepare a resolution based on the Committee's discussions. Professor Griffith prepared a resolution that was transmitted to all members of the Committee with a request for comments. Professor Boswell said that the gist of the resolution is that there are problems with the proposed School.

Professor Griffith said that he had received the notification of the workshop scheduled for tomorrow called by Vice President Lehman for discussion on the proposed College of Professional Studies. However, he noticed that a resolution placed on the agenda for that meeting was from the Committee on Appointment, Salary and Promotion Policies, and there was no mention of the resolution from the Ad Hoc Committee. He said that he found this sequence of events rather astonishing since the Ad Hoc Committee had been appointed to work on this matter. Professor Boswell explained that the ASPP Committee had a report, not a resolution. He said that Vice President Lehman has been working with the ASPP Committee on this matter, and the ASPP Committee put together a report that it thought would protect the faculty's participation in those areas the ASPP Committee is concerned with, but it does not have a resolution to bring forward. Vice President Lehman pointed out that he took full responsibility for using the word "Resolution" inappropriately on the agenda. Professor Robinson explained the reason that the ASPP Committee would consider this matter is because it deals with certain issues under its purview, such as how faculty would be appointed, who would give the degree, and under what circumstances; in other words, how we would in fact protect the academic integrity of the College. She said that she assumed that that is the discussion being held by the Ad Hoc Committee also. Professor Griffith agreed that the Ad Hoc Committee was focused on those three points also.

Vice President Lehman said that he thought it was very important to have this workshop because he thought there were a lot of things that were being discussed that were not fully understood. By bringing everybody to the table, he said that both he and Dr. Whitaker would have an opportunity to clarify some issues, and the people could go away from that much better informed in both directions which was the whole purpose of the workshop, and that he took full responsibility for the agenda. Professor Berkowitz commented that he thought the workshop was laudable and the the Senate should spend less

time impeding the efforts of the administration on procedural grounds. Professor Nagy expressed his concern that a scheme this radical was moving forward, and it was his impression, after re-reading Vice President Lehman's letter on the responsibility of academics, that the Board has already given preliminary approval to the College of Professional Studies. Vice President Lehman replied that he had taken the proposal to the Board's Academic Affairs Committee to determine their sense of the proposal. While they were very interested in it, they understood fully that there was much more work to be done, and they did not give any preliminary approval.

UPDATE ON BRIGHT HORIZONS CHILDREN'S CENTER BY JODY F. WINTER, DIRECTOR OF SPECIAL PROJECTS, AND NANCY M. HAAGA, DIRECTOR OF AUXILIARY AND INSTITUTIONAL SERVICES

Director Jody F. Winter briefly described the history of the establishment of the Center in response to a grass roots efforts by a number of women in the Law School and the Medical Center. They made a passionate appeal to President Trachtenberg and others to pay attention to the issue, and the President responded to that passion. There were some very critical decisions made at the time of the planning for the Center by many committees of faculty, staff, and medical center partners. A decision was made that the facility would be run by a top-notch provider of corporate child care which ultimately led to the hiring of Bright Horizons which is now Bright Horizons Corporate Family Solutions. Another decision was made that the Center would be open to GW and the community with the priority going to GW employees, faculty, and students, and with a preferential rate structure for them relative to the community rate. The Center would support itself except for the payment of rent which would be paid by GW, and the Center would use a fixed-rate system for fees versus a sliding scale system. In September, 1996, the Center was opened at 2033 K Street, NW. Director Winter said that one of the key milestones that the Center has reached was receiving the National Association of the Education of Young Children accreditation which only about 5% of the Centers in the United States receive. The accreditation typically takes about 3 years from the time the Center opens, and we have achieved it in about 2-1/2 years, making our Center one of about 65% of Bright Horizon's Centers that are accredited in the United States. Director Winter said that GW always adopted the philosophy that "if we build a Center, they will come," and she was happy to say that "they are still coming." She then turned the floor over to Director Haaga.

Director Nancy M. Haaga said that the key question asked was: "Could the Center become financially viable? " Although it took some time for the Center to become part of the GW culture and it was very important to open the Center for non-GW employees to enroll their children, she said that the answer to that question is that the Center has been very successful. She then displayed charts reflecting the percentages of GW and non-GW affiliates by toddler and infant age groups. She explained that in the first year time frame (1996-97), the Center served a higher number of non-GW affiliated families. This enrollment, she said, was required and initially important to support the program financially. During the second year, the Center still maintained a higher enrollment for non-GW affiliates, but overall

enrollment increased steadily. And during the third year, the percentage of non-GW affiliates dropped significantly, and enrollment by GW affiliates continued to grow, and utilization by GW affiliates significantly exceeded the non-GW affiliates, which is exactly what was envisioned. Director Haaga said that the Center currently has waiting lists because many people wish to bring their children to the Center. She then offered to answer any questions.

Vice President Lehman asked what the constraints are in terms of space, and Director Haaga replied that the Center has space for 62 children. Dean Lefton inquired if the rates were competitive with other private day care providers, and Director Haaga responded that the Center's rates are competitive. She pointed out that, as a result of a survey process, it was found that one of the very most important needs was for some kind of reliable backup care, and she was pleased to say that reliable back-up care is provided at the Center, but only for GW affiliated families. Professor Griffith asked if the projection of the Center is that it will be serving GW affiliates entirely in a short period of time, and Director Haaga answered that that was correct. Professor Griffith then asked if the Center was required to serve non-GW affiliates as part of its agreement with DC, and Director Haaga said that the Center was not required to serve non-GW affiliates. Professor Mergen asked if the Center wanted the same kind of percentage mix of populations as in the University. Director Winter replied that this Center was not planned to represent the demographics of the University, but rather to offer child care generally for the GW community. Professor Captain followed up by asking if the Center was used more by nonprofessional staff or administrators. Director Winter replied that the price points on the Center suggest that there is mostly professional staff use at the Center. She said that she would like to mention that one of the challenges facing the Center is that GW has a finite time frame for its lease and its agreement with Bright Horizons. Because the Center has space only for 62 children, the question of balancing the demands of the outside community must be dealt with because we do not want to shut the Center's doors completely to that group. Outsider users pay a higher fee then GW affiliates, and that money, she said, is being kept in reserve with the idea that it could be seed money for scholarships or could be used to support some capital investment that was needed in the Center. Other issues facing the Center are the need for an outdoor play-space and the need for more backup child care spaces as the enrollment moves higher. Dean Lefton suggested that the excess funds could be used for lowering the rates for junior staff and junior faculty as a benefit of employment at the University. Director Winter explained that the Center does not have enough money in the system yet to do that, i.e., there is not enough money to take even one GW family from infancy all the way through.

Professor Agnew asked if there were any institutionalized structures or traditions that connect the Center with either the student body, as volunteer aides, or with the School of Education. Director Winter replied that Professor Jarret, School of Education, has referred some of her students to the Center, and some employees are students, but this has not been formalized. Professor Park commented that an Associate Dean of the Law School had asked him to relate how successful she thought Bright Horizons is and how it accommodated the child of one of her students who had transferred to the Law School from another area, and

how much Bright Horizons has meant to that student. Assistant Vice President Demczuk said that he would like to echo that sentiment because his toddler was able to go there when a back-up space became available, and he was very pleased and happy to have this excellent service.

REPORT ON UNIVERSITY COMPUTING SERVICES BY DAVID G. SWARTZ, CHIEF INFORMATION OFFICER

Mr. David Swartz, Chief Information Officer, distributed a handout entitled "Information Systems and Services [ISS] Update" depicting the organization of ISS. (The ISS Update is attached, including a Map of Information Technology [IT] at GW.)

Mr. Swartz explained that the organization of ISS is broken into four main divisions: (1) Technology, Guy Jones, Director; (2) Business Operations, Ken Soper, Executive Director; (3) Applications, Robin East, Director; and (4) Technical Services-Customer Services, P. B. Garrett. He said that these four groups have been aligned in order to better serve the University community, and that this summer through major restructuring, we are now integrated with the Medical Center and are providing support directly to them. Last year, he said, the organization known as "CIRC" was broken into two main groups. One group, headed by Brad Reese, Executive Director, includes Prometheus, Instructional Technology, and classroom and lab support which went to the Center for Academic Technologies (CAT); the rest of the operation went back to the core ISS group, including WEB support, the Help Desk, the training programs, our consultants, Colonial Computers, and our service providers.

Mr. Swartz said he works very closely with ITAC and its three committees, namely Research and Instructional Technology Committee, Administrative Systems Committee, and Information Technology Policies and Systems Committee. He pointed out that there is plenty of opportunity for the faculty to work through their ITAC representatives to set the IT agenda for this campus to address the needs that are considered priorities. He then elaborated on some of the strategic initiatives for next year which are GWeb, Metrics, Security, Network, Data Center, Oracle Finance, Data Warehouse, Virtual Help Desk, ISS Communications, Campus Software Licenses, Central E-Mail, and Director Services, and Local Support Partner (LSP) Training, Internship, and Certification Program. He pointed out that GW is installing a new separate e-mail system which historically was run only on GWIS2. GWIS2 is a general purpose academic system in that it does a number of other things besides e-mail, causing the slowdown of e-mail. He also noted that a new GW telephone directory will be distributed in the next few weeks; however, this will be the last printed edition since in the future the telephone directory will be kept on line and dynamically updated through various systems, eventually allowing the user to update his or her own entry through the Website. He then offered to answer any questions.

Vice President Lehman said that it seemed to him that the faculty representatives on the three committees of ITAC apparently have not been reporting back to their schools, and he would urge them to do so; likewise, he would urge the faculty to provide input to their representatives on these committees so that a link is made for the flow of information back and forth to the faculty.

Professor Granger said that it was rumored that the faculty might be losing Prometheus, and she wondered if that was true because faculty have spent a lot of time and money putting their courses on this system. Mr. Swartz said that he did not think that that was true, but that there is an issue of incremental funding associated with it. Vice President Lehman said that that would not happen through at least this year. He said that there are many competing course delivery softwares on the market, and it turns out that Prometheus, developed by GW, is a very good one. In fact, Vanderbilt has adopted our system. A decision that has to be made, however, is whether or not GW can support this system long term because it is not a cheap enterprise. If the University can secure investments from external sources to make Prometheus a commercial product and keep control of it, that is one option. But if we license it out, we may lose control of it. He said that, at this point in time, he is working with Vice President Katz to obtain the incremental dollars needed to keep Prometheus, at least in the short term. Mr. Swartz added that Vanderbilt was paying GW $50,000 a year for this program.

Professor Griffith asked if the Banner system will be replaced. Mr. Swartz replied that he did not think there was anything better then Banner to his knowledge, but as we build a foundation for the data warehouse, we can actually bring data into Banner and put it into a format that is easy to access. Registrar Selinsky said that he would not want to convert to another student system. He thought that the real problem with Banner is that there is no intermediate training specific to that application so that one can actually use it in the office, and he thought that this problem needs to be addressed, but he would prefer that Banner not be replaced. Professor Nagy indicated his surprise that Banner and Prometheus were so highly-rated, and he suggested that a survey of other campuses might be conducted in this regard. Professor Granger added that she would like to see some kind of faculty/user survey of Banner because she thought it was not very user-friendly.

Professor McAleavey commented that when he scrolled through the GW homepage, he noted that there are nice pictures of life in Washington, especially if one is a student, but there were no pictures of faculty at all. While he recognizes that this is a marketing tool for prospective students, he wondered if that is what the University community really wants. Mr. Swartz replied that we have a WEB working group which reports to Vice President Bortz, and these decisions are made as to what is strategic and what we need to do with the WEB. He said that ITAC has proposed that there should be more faculty input and involvement in these decisions. Professor Stephanic pointed out that he has served on the ITAC's Research and Instructional Technology Committee, and he found that the faculty did not have much opportunity to provide their input. Instead, he said, information would be given about decisions already made by somebody else as to what things would be implemented Mr.

Swartz responded that the way it is supposed to work is that the ITAC, working with its three committees, would help set the agenda and then work closely with the Vice Presidents to address the recommendations. Vice President Lehman emphasized that the agenda of ITAC is driven by its three committees which identify issues that are brought forward to ITAC. Perhaps, he said, this is not the best way to do it because it is a big responsibility to serve on these committees as they are time consuming and have an enormous number of things with which to deal. Somehow, he said, the faculty representatives just have to be forceful and committed, and paying attention to what is happening. The administration is looking for real participation from the faculty in developing approaches to issues.

Professor Griffith suggested that the Senate's representative on ITAC be asked to report to the Senate under Interim Reports so that the Senate knows who in the Senate has this responsibility. He said that we need to identify these people to try to establish communication. Vice President Lehman replied that he would provide a list of the people on ITAC and the three committees to be distributed with the minutes. Professor Park also suggested that a series of Websites be established identifying the Senate Committees because the Senate is not perceived as adequately representing the faculty generally, inasmuch as the faculty do not know how to contact the Committees and the members from their respective schools. Mr. Swartz pointed out that there is an ITAC Website and that perhaps we could create a referendum system by displaying the agenda and having faculty vote on it. Vice President Lehman noted that there is a Senate Home Page. Professor Stephanic suggested that a Website be created with links to all University Committees, not just Senate Committees. (List of the membership of ITAC and the three Committees is attached.)

GENERAL BUSINESS

I. REPORT OF THE EXECUTIVE COMMITTEE

The Report of the Executive Committee by Professor Robinson, Chair, is enclosed.

II. INTERIM REPORTS OF SENATE COMMITTEE CHAIRS

Professor Park reported that a subcommittee of the ASPP Committee has met with Associate Vice President Roger Whitaker three times to discuss the substantive proposals for the new College of Professional Studies. The Committee dealt with a wide range of issues, i.e., the structure of the new college, the role of the contract faculty, whether or not there will be joint appointments, and whether or not there will be joint degrees The subcommittee has prepared a draft report for submission to the full ASPP Committee. He noted that the discussions have included Professor Emeritus Peter Hill and Professor Emeritus Arthur Kirsch, who both have much knowledge about institutional norms, and also included Professor Griffith and Professor Wilmarth. Professor Park said that this report represents the ASPP Committee's best effort concerning this matter, and he expected to have it

distributed to the Senate within the next few days. He stressed that the ASPP Committee will not have a resolution.

BRIEF STATEMENTS (AND QUESTIONS)

No brief statements were made.

ADJOURNMENT

Upon motion made and seconded, Vice President Lehman adjourned the meeting at 4:25 p.m.

Brian Selinsky
Secretary

A Resolution to Sponsor a Benefit Run (99/4)

WHEREAS the University and Urban Affairs Committee of the Faculty Senate exists to strengthen both intrauniversity and external ties; and

WHEREAS, a greater sense of a unified GW community should be encouraged; and

WHEREAS, a closer relationship should be established between the University's Foggy Bottom and Mt. Vernon campuses; and

WHEREAS, an athletic and charitable event, such as a benefit run, can draw together all facets of the GW community--students, faculty, administrators, staff, and alumni; and

WHEREAS, the Board of Trustees has designated this as "the year of the undergraduate student";

BE IT HEREBY RESOLVED BY THE FACULTY SENATE OF THE GEORGE WASHINGTON UNIVERSITY

(1)That a university-wide committee, consisting of students, faculty, administrators, and staff, be established in order to finalize the plans for a benefit run that would encompass the Foggy Bottom and Mt. Vernon campuses; and

(2)That said committee avail itself of the considerable exploratory research and documents provided by University and Urban Affairs; and

(3)That said committee canvas the GW community as well as the office of the Mayor of the District of Columbia in order to establish at least one favorite charity that would benefit from the run; and

(4)That the University should take all necessary action to ensure that a benefit run takes place no later than the fall of 2001; and

(5)That an educational component should be incorporated into the Benefit Run activities.

University and Urban Affairs Committee
Faculty Senate
December 10, 1999
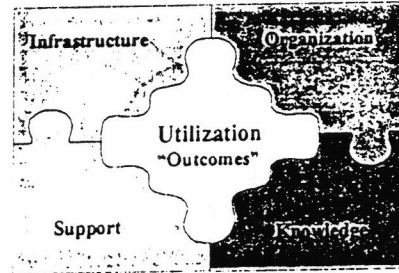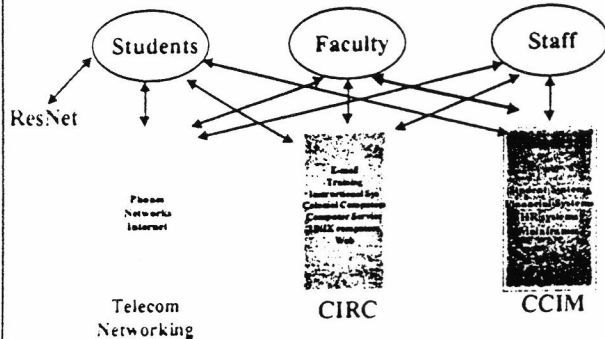

Adopted, January 21, 2000
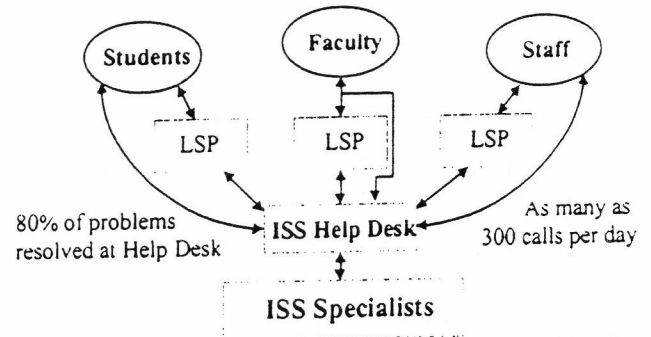
ISS Update

January 21, 2000
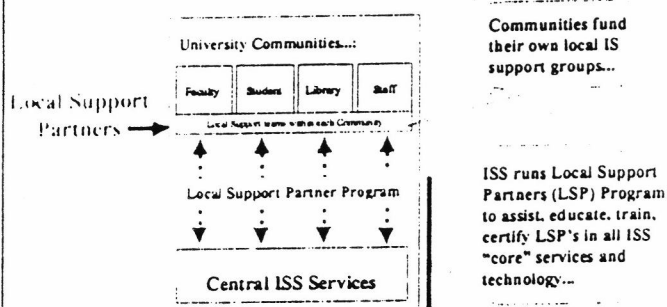
Dave Swartz

Technology Foundations

The Old Stovepipe Model

Students   Faculty   Staff

ResNet

Phone
Networks
Internet

Telecom
Networking   CIRC   CCIM

The New Integrated Distributed Support Model

Students   Faculty   Staff

LSP   LSP   LSP

80% of problems resolved at Help Desk

ISS Help Desk

As many as 300 calls per day

ISS Specialists

Distributed Support Model

University Communities...:

Faculty   Students   Library   Staff

Local Support teams within each Community

Local Support Partners →

Local Support Partner Program

Central ISS Services

Communities fund their own local IS support groups...

ISS runs Local Support Partners (LSP) Program to assist, educate, train, certify LSP's in all ISS "core" services and technology...

ISS Organization

Merger of ISS and Medical Center OIT

- To:
  - Tighter integration of schools and research to the University.
  - Looser coupling to GWUHP, MFA, and UHS entities

- From:
  - Separate integrated business entity with its own IT services...

The Break Up of CIRC

ISS — CATs

Web Support, Help Desk, Training, Consultants Technical Support, Colonial Computers Service & Maintenance, Director and Executive Assistant, Prometheus Group, Instructional Technology Group, Classrooms & Labs Support

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A Map to IT at GW

Electronic Classrooms / Student Labs / Instructional Computing; Video Content Video Delivery; Resident Students Computing; Distance Learning; Information Resource Searching Assistance; Web Directory

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Information Technology Advisory Council (ITAC)

Research and Instructional Technology Committee

Information Technology Policy and Systems Committee

Administrative Systems Committee

Reference: www.gwu.edu/~itac

Current ISS Services

- Help Desk and Problem Tracking
- Consulting on Core Services
- Online help, documentation and FAQ's
- General GW Web Support and Development
- Data Center
- Networking
- Voice Communications Services
- Backups and File Services
- Security & Intranet Services
- Core Applications (e-mail, calendar, directory, ListServ, Netscape, Microsoft Office, etc.)
- Administrative Systems
- Student Systems
- Training
- LSP Support Program
- Student Internships, Training and Certification
- Internet and Internet 2
- Colonial Computer Sales (CoCo)
- Service & Maintenance (SAM)
- Statistics

ISS Strategic Initiatives

- GWeb
- Metrics
- Security
- Network
- Data Center
- Oracle Finance
- Data Warehouse
- Virtual Help Desk
- ISS Communications
- Campus Software Licenses
- Central E-mail & Directory Services
- LSP Training, Internship, & Certification Program

*FY2000*

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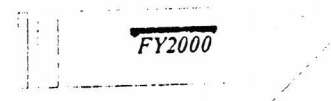
Improved Campus Web Pages

- Modernized Web site
- Easy access to different areas of GW's web site
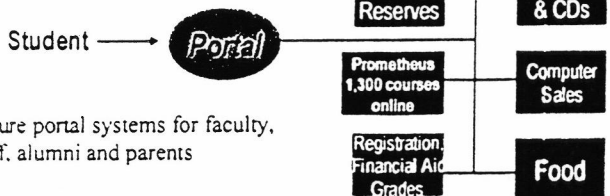- Icons for quick level one access to directory, search and other features

www.gwu.edu

Web Registration

- Online schedules
- Online registration
- Course and instructor information
- Online payment planned
- Confirmation of schedule
- Extend to Financial Aid, Alumni, etc.
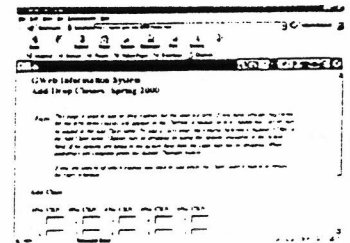
GWeb Portals

- Easy one-stop access to services
- Development of communities
- Single login and customization
- E-Commerce

Student → Portal

- Future portal systems for faculty, staff, alumni and parents

WebMail & Chat | Community, Clubs, GW Radio
Medical Information | Directory
Library Reserves | Books & CDs
Prometheus 1,300 courses online | Computer Sales
Registration, Financial Aid, Grades | Food

Help Desk

- Online tracking of user problems
- As many as 293 calls per day, with an average of 125 problems logged per day, 60 e-mails per day and 950 hits per day on the virtual help Web page.
- Escalation protocol with CIO at the top
- Quality Assurance follow up (new program starting)
- Ability for remote users and LSP's to check status of resolution of problems
- Management reports and metrics

Escalation Protocol
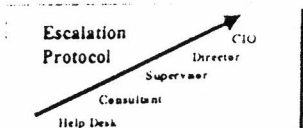
Remedy Help Desk Software
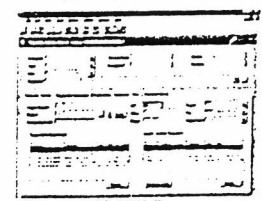
New Metrics of Performance

- Data Center
  - CPU loads by system
  - disk utilization by system
  - # of connections by system
  - % up time by system
- Network
  - Internet usage (hour, day, month)
  - Internet 2 usage (hour, day, month)
  - campus network usage statistics
  - wide area network connections
  - % up time
- Information Technology Services
  - help desk & problem resolution statistics
  - training analysis reports
  - user satisfaction levels
- CCIM (SCT)
  - # contract staff on-site
  - development requests backlog
  - # production problems
  - # upgrades performed
  - % Banner system availability
  - # of access requests
  - modifications documented
- CoCo/SAM
  - time to repair
  - customer satisfaction levels
- Telecommunications
  - automatic call distributor reports
  - trunk group reports
  - attendant measurement reports

EXAMPLE

Inflows
Outflows
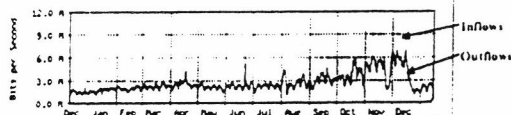
Campus Network

- 8,000 drops today with 9,000 completed by summer
- 1,000 more drops then planned and months ahead of schedule
- Jump started Phase III -- Tompkins in by Fall 99
- Accommodated new buildings -- HOVA
- Internet 2 -- MAX and WREN
- New Network Operations Center
- High speed links to remote sites using DSL and cable modems
- Wireless capability being explored
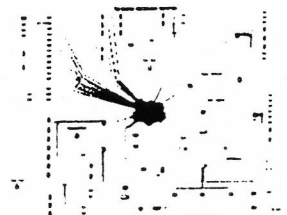
- 10 to 155 Mbps to the desktop
- Multimedia & QoS supported
- VLANs and enhanced security
- better monitoring & support

The ISS Training, Certification, and Internship Program for LSPs

- Addresses need for pool of trained individuals to serve as LSPs
- Provides interns to help provide local support to departments
- Increases the size of the technical pipeline for GW and provides opportunities for 16 students each year
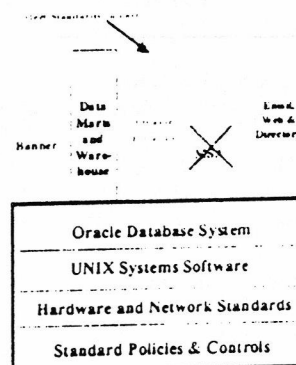- Corporate Partnership program to help offset costs
- Cooperation in Training with Academic Affairs CCE program

FALL

Start — Class 1 — Class 2 — Class 3 — Class 4 — Class 5

Become GW LSP

Certificate Exam

Corporate Internship

Internship in ISS

Internship in Departments

SUMMER

SPRING

8 hours/week -- in class
12 hours/week -- paid internship
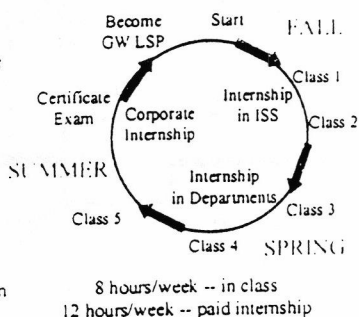
Data Center

- Infrastructure standards:
  - Common architecture
  - Design and cost efficiencies
  - Common Tools
- Operational Controls:
  - Policies & Procedures
  - Production Scheduling
  - Print and Tape Management
  - Change Control
  - Integrated Trouble Mgmt
  - Data Security Administration
  - Network Management
  - Continuity Planning

Data Mart and Ware-house

Email, Web & Directory

Oracle Database System

UNIX Systems Software

Hardware and Network Standards

Standard Policies & Controls

Security at GW

- Security assessment done Summer 99
- Netscape's Secure Sockets Layer to prevent data from traveling in the clear using encryption
- Secure Shell (SSH) rather then telnet and ftp so passwords are not passed in the clear
- Access Control Lists (ACLs)
- Firewall and DMZ (demilitarized zone)
- Intruder Detection and Logging Systems
- Automatic virus checking
- New Security Officer that does daily audits
- Improved policies on passwords, etc.
- Building the foundation for E-Commerce

DMZ
FW
Intranet
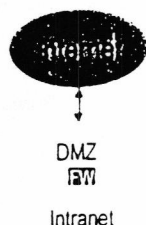
Central E-mail

- Secure
  - Proxy Gateway (PG)
  - Secure Sockets Layer (SSL)
- Fault Tolerant
  - dedicated cluster of e-mail processors (EM)
  - RAID - redundant array of disks
  - UPS - battery back up power
  - two Internet Service Providers (ISP)
- Standards -- POP3, IMAP4, and LDAP
- New Services -- directory, chat, listservs, audio and video
- Production in the Spring
- Need to increase 10 MByte limits

ISP1   Internet 2   ISP2

GW-DMZ

PG1   PG2

EM1 EM2

GW-Intranet
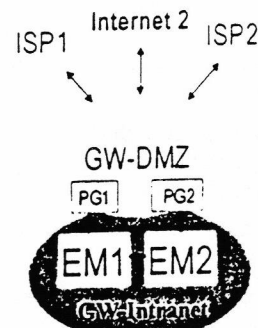
Novell Directory Service (NDS)

- Central repository for information on users, workstations, applications and network resources
- A dynamically updated database containing email, phone and campus addresses with links to HR and Student systems.
- Single logon and control of access to many different servers
- Can support different operating systems
- Can help to efficiently distribute applications and manage desktops as well as populate help desk problem tickets
- Support for Lightweight Directory Access Protocol (LDAP)
- Supports encryption and certificates authority
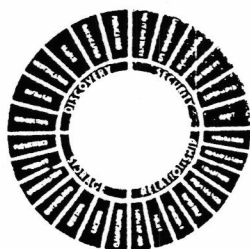
Software Site Licenses

- Novell √
- SAS √
- Sophos Virus Detection √
- Microsoft Office, Win98/NT, etc.
- Oracle
- Set up a central office to negotiate and manage site licenses

Oracle Finance

- General Ledger, Accounts Payable, Purchasing, Grants Management, Accounts Receivable, Web-Employee, Fixed Assets, Budgeting, Workflow, Inventory and Data Warehouse

- Improved access to information, more efficient work flow, and elimination of shadow systems
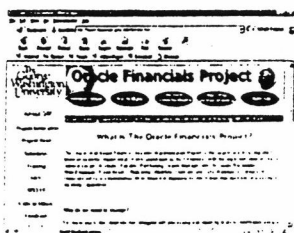
www.financials.gwu.edu

Data Warehouse and Data Marts

- One place to find data
- Integrated with tools such as Discoverer and Express
- Supports self serve approach

- Standardization on Oracle facilitates development
- Need Planning for Data Standard Definitions, Architecture and Models
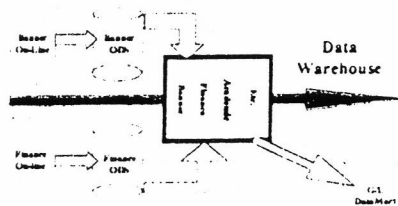
Communications

- Develop plan that addresses the need for improved communications within ISS as well as from ISS to its customers

- Improved usage of the Web, hardcopy and online newsletters, press releases, ListServs, fax and voice mail alerts, and open discussion forums,

- Create Communications Coordinator position to lead this program.

- Develop an online system to obtain input from faculty including an online voting system to obtain referendums on important issues.

New Faculty Services

- High speed 155 Mbps network connections
- New desktop PCs every three years
- Fast redundant Internet services
- Internet 2 services
- Prometheus
- New Training Programs
- Streaming Video and Audio Services
- Expanded e-mail disk space quotas -- spring 2000
- Banner Web for Faculty -- summer 2000
- Proposed increase in the number of electronic classrooms

The Future!
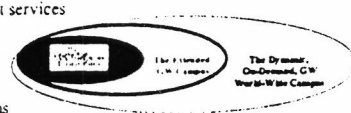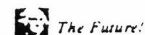
Questions?

A Map to IT at GW

President
Trachtenberg

Board of Trustees
Committee on Infrastructure
and Technology

Lou Katz
VP and Treasurer

Skip Williams
VP Health Affairs

Don Lehman
VP Academic Affairs

Walter Bortz
VP Administratve Affairs

Bob Chernak
VP Student Affairs

Information Technology
Advisory Comittee

Shelley Bader
AVP Medical Library
Academic Technologies

Information Technology
Advisory Committee

Web Working Group

Deborah Snelgrove
SASSCOMM

Dave Swartz
CIO

Craig Linebaugh
AVP
Academic Affairs

Roger Whitaker
AVP
Academic Affairs

Jack Siggins
Gelman Library

Alexa Kim
Director SASS

Information Technology
Advisory Committee

Michael Peckman
Acting Director
Center for Academic
Technologies

Bill Lynch
Center for Distance and
Mediated Learning

Ted Christensen
GW Television

Information
Systems and Services

Web
Directives

Electronic Classrooms
Student Labs
Instructional Computing

Video Content
Video Delivery

Resident Students Computing

Distance Learning

Information Resources
Searching Assistance

INFORMATION TECHNOLOGY ADVISORY COUNCIL (ITAC)
AY 99-2000

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Ken Soper	Telecomm Systems Phillips Hall 105	Ksoper@gwu.edu
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AY 99-2000

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REPORT OF THE EXECUTIVE COMMITTEE
January 21, 2000
Professor Lilien F. Robinson, Chair

1. FEBRUARY MEETING OF THE SENATE

The next regular meeting of the Senate on February 11th has been
rescheduled by the Executive Committee for February 4th at 2:10 p.m. in the
Alumni House, First Floor, 1925 F Street, NW. The reason for the change is
to allow the Senate to act upon a resolution from the Ad Hoc Committee on
the proposed College of Professional Studies prior to the Board of Trustees'
meeting on February 11th.

2. COMMITTEE SERVICE

Please note that the forms for service on Faculty Senate Standing
Committees and Administrative Standing Committees will be distributed in
February. I urge you to consider volunteering for service and to encourage
your colleagues to volunteer for an activity which is at the core of shared
governance.

3. UPCOMING MATTERS

A report from the Ad Hoc Committee on the Interim Policy and
Procedures Governing Sexual Harassment Complaints is expected in the near
future. Also, a report on the University budget from the Committee on Fiscal
Planning and Budgeting will be forthcoming.

4. ANNOUNCEMENTS

The Executive Committee received a notice of a Memorial Service for
Rodica Simion, Professor of Mathematics, on Sunday, January 30th at two
o'clock at Hillel House.

The next meeting of the Executive Committee is January 28th. Resolutions
for the agenda of the February 4th[th] Senate meeting should be submitted to
the Executive Committee prior to January 28th.

THE GEORGE WASHINGTON UNIVERSITY
Washington, DC

The Faculty Senate   January 10, 2000

The Faculty Senate will meet on Friday, January 21, 2000, at 2:10 p.m. in the Alumni House (former F Street Club), First Floor, 1925 F Street, NW.

AGENDA

1. Call to order

2. Approval of the minutes of the regular meeting of December 10, 1999, as distributed

3. Resolutions:

    A RESOLUTION TO SPONSOR A BENEFIT RUN (99/4); Professor Yvonne Captain, Chair, University and Urban Affairs Committee (Resolution 99/4 with accompanying Report attached)

4. Introduction of Resolutions

5. Update on Bright Horizons Children's Center by Jody F. Winter, Director of Special Projects, and Nancy M. Haaga, Director of Auxiliary and Institutional Services

6. Report on University Computing Services by David Swartz, Chief, Information Officer

7. Interim Report of <u>Ad</u> <u>Hoc</u> Committee on proposed College of Professional Studies; Professor John G. Boswell, Chair

8. General Business:

    (a) Report of the Executive Committee: Professor Lilien F. Robinson, Chair

    (b) Interim Reports of Senate Committee Chairs

9. Brief Statements (and Questions)

10. Adjournment

Brian Selinsky
Brian Selinsky
Secretary

A Resolution to Sponsor a Benefit Run (99/4)

WHEREAS the University and Urban Affairs Committee of the Faculty Senate exists to strengthen both intrauniversity and external ties; and

WHEREAS, a greater sense of a unified GW community should be encouraged; and

WHEREAS, a closer relationship should be established between the University's Foggy Bottom and Mt. Vernon campuses; and

WHEREAS, an athletic and charitable event, such as a benefit run, can draw together all facets of the GW community--students, faculty, administrators, staff, and alumni; and

WHEREAS, the Board of Trustees has designated this as "the year of the undergraduate student";

BE IT HEREBY RESOLVED BY THE FACULTY SENATE OF THE GEORGE WASHINGTON UNIVERSITY

(1)That a university-wide committee, consisting of students, faculty, administrators, and staff, be established in order to finalize the plans for a benefit run that would encompass the Foggy Bottom and Mt. Vernon campuses; and

(2)That said committee avail itself of the considerable exploratory research and documents provided by University and Urban Affairs; and

(3)That said committee canvas the GW community as well as the office of the Mayor of the District of Columbia in order to establish at least one favorite charity that would benefit from the run; and

(4)That the University should take all necessary action to ensure that a benefit run takes place no later than the fall of 2001; and

(5)That an educational component should be incorporated into the Benefit Run activities.

University and Urban Affairs Committee
Faculty Senate
December 10, 1999

UNIVERSITY AND URBAN AFFAIRS
FACULTY SENATE
December 10, 1999

Synopsis of the Report from the Subcommittee on the GWU Benefit Run. The report and document of the subcommittee, as chaired by Ms. Amiko Matsumoto, were presented to the entire University and Urban Affairs Committee during the October 1999 meeting.[1]

- The idea of a Benefit Run was first suggested in the Committee's June, 1999 meeting.
- Experts on the issue of Benefit Runs were invited to speak to the Committee in the August meeting. They provided a formal presentation of the breadth of issues associated with a Run. Some of those issues are as follows:
  - General Goals:
    - To raise money for the benefit of a charitable organization or organizations, tuition grants, or fellowships, etc.
    - To promote student, faculty, staff, administrator, alumni affairs, and community involvement in the DC community;
    - To create an enjoyable, safe, *and* educational event for participants and observers;
    - To promote the benefit run as an event that links the Foggy Bottom and Mt. Vernon Campuses.
  - Execution of the Event:
    - Costs of food, printing materials, promotion, clothing, etc. to be picked up by sponsors and donors
    - Route of Event:
    - To select a route that includes both DC campuses of GW;
    - Decisions to be made after consulting with the office of Mr. Barry Dempsey (Risk Management) and the appropriate city office for permits.
  - Academic Correlation as appropriate to individual disciplines, e.g.:
    - Sports psychology
    - History of racing/marathon
    - Women in sports
    - Orthopedic panel/discussion
    - Sociology of sport (e.g. Jackie Robinson)
  - Possible suggestions for appropriate title:
    - GW Knowledge Run;
    - Run to Know Your Community
    - Run Know more;
  - Possible Sponsors:
    - sponsors with food products that would set up booths with nutritional samples;
    - sponsors with clothing products that would display relevant athletic fashions;
  - Types of Competition:
    - Men's race
    - Women's race
    - Co-rec race (for amateurs)

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[1] The full text of that document is available by contacting ycaptain@gwu.edu